

SPECIFICATION

ID 3131618

OFFICE PORTERING SERVICE

AND

SHORT TERM STORAGE OF FURNITURE

FOR THE NICS

1. INTRODUCTION

1.1 The Department of Finance (DoF), Construction and Procurement Delivery (CPD), Property Services Division (PSD) is responsible for property management and accommodation services to the Northern Ireland Civil Service (NICS) and wider public sector. One of the business units within Property Services Division is Supplies and Stores Unit (SSU). SSU provides professional and technical services to a range of clients, in the maintenance of a number of properties across Northern Ireland on behalf of Government Departments, their agencies and non-Departmental Public Bodies. A list of clients is included at Annex A.

2. BACKGROUND TO THE REQUIREMENT

2.1 The Northern Ireland Civil Service (NICS) Estate, including Agencies and non-Departmental Bodies buildings, is a combination of small satellite offices which hold a low number of staff, larger offices which hold between ten and fifty staff in and around rural towns, and large Departmental Headquarter premises in highly populated locations, sometimes holding hundreds of staff.

2.2 A major requirement of the NICS is to ensure that all staff are able to conduct their work and business in offices and buildings that meet with the user needs and comply with all legal requirements. In order to meet this requirement, the Department has identified a need to provide an office furniture portering service and a short term furniture storage service for the NICS Office Estate and other Northern Ireland Public Sector buildings.

2.3 DoF Property Services Division, having reviewed this need, is inviting tenders from companies to provide an office furniture portering and furniture storage service throughout its own property and estate buildings and the properties of its clients.

2.4 Property Services Division has its own directly employed in house porters and a storage facility suitable for the storage of new and used furniture. However, historically, a separate portering and storage contract has been required to supplement these resources. SSU also has a quantity of reusable

plastic distribution crates. These crates may be made available to the Contractor in preference to renting crates from the Contractor.

3. SCOPE

3.1 Approximately 75% of the sites and offices are located within the Greater Belfast area. The volume of work generated from this Contract tends to reflect this, with the larger portion of work being required within that Greater Belfast area. It should also be noted that there may be a number of jobs going on at any given time, at a number of locations throughout the NICS Estate.

3.2 The Contractor must be prepared to work, providing portering services to all Government Departments and other public buildings throughout Northern Ireland, which on occasion may include prestige and sensitive locations and security installations such as police stations.

3.3 The Contract will be awarded to a single Contractor. Immediately following award, the successful Contractor's staff will all be required to complete a baseline security check. However a small number of those staff, at least four to six people, will have to undergo a full Counter Terrorist Check for security purposes. This applies to all full time and temporary staff that may be used for the direct delivery of the Contract.

3.4 The Contract is primarily to facilitate the moving and resiting of furniture, equipment, papers, documents and files from one location to another within the NICS Estate. Types of removals range from single items to entire building contents. This may occasionally mean a single porter required for one or two hours in any one day, on other occasions larger teams of two, four or six porters will be required for full days.

It should also be noted that there may be a number of removals going on at any given time, at a number of locations throughout the NICS and this could increase the number of porters and vehicles required and for longer periods.

The service is not a constant daily requirement and the pattern of moves is normally peaks and troughs, i.e. the service is required on an ad-hoc basis.

3.5 The Contractor must be able to provide suitably trained operatives, large goods vehicles, equipment suitable for transporting and safe storage of office furniture, IT equipment and paper records stored in crates. IT equipment and Department records must not be stored overnight in Contractor's vehicles or storage facilities.

3.6 The Contractor should be aware that this Contract is for Porterage and Storage of Office furniture Services only and is not for archival management of files or records. The Client cannot guarantee any level of business during this Contract.

4. PERIOD OF CONTRACT

The Contract will be for an initial period of three (3) years with an option to extend for up to 24 months. It is anticipated that the Contract will commence 1 February 2021. The extension of the Contract Period will depend on continuing requirement, Contractor performance and market forces.

5. SERVICE REQUIREMENTS

5.1 Office Hours

The Contract will be required during office opening hours and outside office opening hours. Outside office opening hours rates will apply to weekend and public holiday works. Very occasionally there may also be a requirement for work to be completed on extended evening hours or an early morning start to facilitate the Client's works programme.

Normal Office Opening Hours

Government premises are normally open between the hours of 8.30 and 18.00 Monday to Friday, excluding public holidays. The large majority of Porterage jobs are carried out during these office opening hours.

Outside Normal Office Opening Hours

Outside normal office hours are shown below along with the frequency that a requirement for working within these hours occurs.

Monday to Friday 7.00 – 8.00 and 18.00 – 24.00 (seldom)

Saturday & Sunday – between the hours of 8.00 and 18.00 (occasionally)

Public Holidays – between the hours of 8.00 and 18.00 (seldom)

The outside office working hours, hourly rate will be chargeable for all hours worked within these time ranges.

Hourly rates will apply to porters, vehicles and drivers and must include all associated costs with providing the service.

5.2 Internal / External moves

Property Services Division categorise their requirements as an internal move or an external move. An internal move is defined as a movement of furniture, equipment or files within a single office building or store. An external move is defined as a movement of furniture, equipment or files between buildings or stores. On occasion moves are required to premises outside the NICS estate such as private dwellings for Home Workers. The Department will as far as possible, seek to group jobs to represent a whole day's work for one or more porters and will take account of the Contractor's need to make best use of the resources available. Where smaller jobs are required, the Contractor must ensure appropriate resources are allocated to prevent excessive use of resources and costs.

5.3 Staff

The Contractor must have staff, experienced and appropriately trained in handling and transporting office furniture. This must include driver(s) who shall perform portering duties upon arrival on site. Driver(s) must hold a licence appropriate for the vehicles used to service this Contract. It is expected that the Contractor is able to call upon additional staff to service this Contract should the need arise. Temporary staff must also meet the conditions as set out for permanent staff in this Contract.

5.4 Stair Work

Occasionally there will be the need to carry out stair work and the Contractor will be granted an appropriate time allowance in their costings for stair work.

5.5 Vehicles

The Contractor must have suitable vehicles (with drivers) available at any one time for use on the Contract. Each vehicle offered on contract work must be clean and suitably equipped for the transportation and protection of office furniture and equipment during transit. The vehicle should be of box type with either a motorised tail lift or a safe system of ramping. All vehicles and equipment must be clean and serviced to an acceptable standard. The Contractor must ensure that all vehicles comply with current and future legislative requirements to operate in this field of work.

5.6 Distribution crates

The Contractor must provide a reusable plastic distribution crate hire service, including delivery and collection of crates to and from properties. Crate hire will be requested on a crate per day rental basis. A rate for the replacement of lost crates must also be provided. The delivery and collection of crates will be treated as an 'external move'.

Reusable plastic distribution crates shall have their own integrated lid, capable of being fastened with a seal, clean and ready for use at all times in a manner that will protect the contents from damage or potential loss of contents. The crates must nest within each other when empty and be able to stack when full. The crates should be approximately 590Lx380Wx260D mm in size.

5.7 Distribution Crate Hire

A request for the hire of crates will be issued via a purchase order to the Contractor. The order will stipulate the number of crates required and the hire period dates. The hire period dates may be changed at any time. Any change will become effective 24 hours later. If the rental period is reduced there will be a reduction in the associated rental charge equivalent to the value of the unused rental period. Hire charges cannot be extended beyond the initial rental period, without a variation to the original purchase order.

5.8 Distribution Crate Delivery

The Contractor is required to contact the Premises Officer at least 48 hours prior to any delivery or collection of crates to agree arrangements. If any crates

are unavailable for collection at the end of the rental period, the Contractor must inform the Department by e-mail within 2 working days. Failure to inform the Department within 2 working days will result in the rejection of any subsequent claims/invoices for extended rental or write-off payments.

5.9 Distribution Crate Lost

On receiving notification of missing crates, the Department will either issue a variation order to the Contractor to extend the rental period or alternatively will declare the crates lost. If crates are declared lost the Contractor will be entitled to bill for the replacement cost of the crates, as identified in the Pricing Schedule. If a crate is to be written-off, the rental charge will cease on the last approved rental date (or 24 hours after notification of intention to write-off, if this date is earlier).

When the Contractor has been requested to use SSU's own in house crates, the Contractor must note that where damage or loss occurs, SSU shall recover the cost for replacement from the Contractor.

5.10 Furniture Storage

The provision of secure facilities suitable for the storage of general office furniture and equipment is required. Storage facilities will be requested on a square metre per day rental basis. The storage area required will vary throughout the term of the Contract, but present needs are estimated at 400m² at any point in time. Supplies and Stores Unit staff will inspect these premises, prior to award, to ensure that they are secure and dry and suitable for the storage of furniture.

It is estimated that the value of the items in store at any one time would be £50,000.

The Client has approximately 200 items currently in storage, occupying 320m², which must be transferred to the Contractors facilities following Award of Contract.

At the termination of the Contract period the Contractor must permit items of furniture and equipment stored for the Department to be removed from their premises by another Service Provider with no cost to the Department.

5.11 Time Recording

The Contractor must complete the Department's timesheet (Annex B) with the appropriate information:

- the initial travel time from the Contractors depot to the job,
- the actual start and finish times at each of the Departments jobs,
- the travel time between any of the Department's jobs; and
- the final return travel time from the Departments job to the Contractors depot.

The Contractor must also ensure that the start and finish times at **each** of the jobs are countersigned by the Premises Officer on site.

5.12 Time Charging

The Contractor may charge the Department, the porter and driver rates for part hours and full hours worked on a job, recorded on the time sheet and countersigned by the premises officer.

The Contractor may charge the Department, the porter and driver rates for part hours and full hours recorded on the time sheet for travel between the Departments jobs.

The Contractor may charge the Department, the porter and driver rates in part hours up to a maximum of one full hour in each direction for the initial travel and final return travel for any job within Northern Ireland, eg the Department will pay up to one hour only for travel time from the Contractor's premises to any Job location and up to one hour only for any final return travel claimed to the Contractor's Premises.

5.13 Vehicle and Driver Rate

An hourly rate for a vehicle which includes an appropriately qualified driver will apply. This rate will be applicable throughout the period of the job, however the driver when not involved in driving the vehicle will undertake Porter duties. As with the Porter Rate, all times must be recorded on the daily timesheet for each job. An example timesheet is attached at Annex B.

5.14 Resources

The number of porters and equipment to be provided by the Contractor for each job will be specified by the Department on each purchase order. The following table provides an indication of the percentage of jobs throughout the previous year requiring 2, 3 and 4 or more Porters (including driver).

Porters required (including driver)	Percentage of jobs in the previous year
2	60%
3	35%
4+	5%

5.15 Health and Safety and Training

The Contractor must comply with all Health and Safety Regulations when undertaking the services of this Contract. Throughout the term of the Contract the Contractor must also ensure that both permanent and temporary staff used in this work are suitably trained in Manual Handling and Risk Assessment.

5.16 Notification of Work

The Contractor will normally be given a minimum of three (3) working days notice of pending jobs. Individual orders will stipulate the required starting dates and expected completion date. Where the three (3) working days notice is provided, the Contractor must deliver the service as specified. There may be some unplanned work required on a next working day response which will have to be serviced. It is the intention to keep this unplanned work to a minimum.

This infrequently required short notice work will be charged at the normal hourly rate. In such cases a telephone request may be placed, to be followed with a written order.

5.17 Movement of Safes and Fireproof Cabinets

On occasions the Contractor shall be asked to relocate or return to SSU Stores large/medium size safes and two (2) drawer and four (4) drawer fireproof cabinets. The Contractor shall take all necessary precautions during the movement of these items to protect floor covering and the fabric of the building. The Contractor shall visit the site to view these items and determine the safest means of removal. The cost of moving these items will be agreed with the Department prior to issuing of a purchase order.

5.18 Minor Joinery Duties

On occasions the Contractor will need to dismantle a small number of assorted large desks, conference tables and committee tables throughout the Clients office estate in order to facilitate their removal from a building.

The desk and table tops are normally fixed to the table and desk leg frames with an assortment of wood screws, machine screws bolts with hexagonal heads or Allen slots.

The Contractor shall dismantle the tables or desks into its two basic components (leg frame and worktop) and supply a suitable bag to retain the screws or any fittings. The most common number of fixings between worktops and leg frames is eight fixings screws or bolts. The bag of fittings should accompany the top and leg frame during transit and return to the Clients Store for possible re-assembly by others.

The cost of dismantling these items will be charged at the portorage rate.

5.19 Data Protection

The safe guarding of information contained in files which are moving between buildings is important and the Contractor shall at all times under this Contract abide by their duties and responsibilities in accordance with the Data Protection Legislation.

5.20 Site Survey

Site surveys for office moves are normally undertaken by SSU staff but on occasions it is envisaged that this duty will be shared and the Contractor will be responsible for undertaking a site survey.

All management costs for this service should be included within the portage hourly rates.

6. PURCHASE ORDER

SSU's technical officer will issue an individual purchase order to the Contractor for the work requested. The purchase order will list all of the work details that the Contractor is instructed to undertake and will include the works address, contact name, telephone number and the start and completion date for the works. The purchase order will also state the start and expected completion date period of the works requested and the Contractor must deliver the service within this period

It is the responsibility of the Contractor to advise SSU's technical officer if a completion date is unachievable, in which case an alternative date may be agreed with the Client.

7. INVOICING ARRANGEMENTS

All invoices shall be forwarded to the SSU within ten working days, but not earlier than the date of completion to the Order Issuing Office.

Payment for a part or parts of any order shall be at the discretion of the SSU. Department timesheets shall accompany all invoices. Invoices received without timesheets shall delay payment.

For management information purposes, Property Services Division SSU shall agree a dedicated code for each item on the pricing schedule with the Contractor following award of Contract. These codes must be recorded on each invoice. Wherever possible the Contractor's code shall be adopted.

The code shall identify the following: -

- V1 Van & Driver Rate Normal Office Hours

- V2 Van & Driver Rate Outside Normal Office Hours
- P1 Portering Rate Normal Office Hours
- P2 Portering Rate Outside Normal Office Hours
- CH Crate Hire
- SSH Storage Space Hire
- LC Lost Crate Replacement

8. Contingency Plans

The Contractor shall have contingency plans in place to react and successfully deal with difficulties experienced in the issues below. This action plan shall include details on:

- **Staffing Issues**

Continued provision of the service as a result of holidays and sickness. The management and provision of additional manpower during periods of high volumes of workloads.

- **Vehicles**

Continued provision of the service following breakdown or accident to vehicles.

- **Premises**

Continued provision of service in the event of an incident at your premises which may affect the ability to meet the Contract requirements. (e.g. in the event of a fire)

This contingency plan shall be made available to the Client by the Contractor within four (4) weeks of Contract award.

9. Security Vetting

See also Commercial Conditions of Contract Schedule 5 entitled 'Security Schedule'.

Following award of this Contract, all full time, temporary and sub-contractor staff that may be used for the direct delivery of the Contract shall be required to complete a series of security checks for security purposes.

All staff shall be required to complete baseline security check and up to six (6) of those staff, will go forward to complete a CTC security check.

The Contractor will be advised of those individuals who have been granted security clearance and who may therefore be involved in work associated with the Contract. Individuals not granted clearance should not attempt to gain access to any site, or undertake any work associated with this Contract.

The costs associated with CTC security clearance will be met by the Client. Costs associated with Baseline checks must be met by the Contractor.

10. Contract Management

See also Commercial Conditions of Contract for Services - Schedule 3 Contract Management/Monitoring Schedule.

Property Services Division requires the Contractor to provide contact details for a dedicated account manager who will oversee all aspects of the Contract. This will include;

- order fulfilment;
- invoice queries;
- operational issues;
- after sales service;

The Contractor shall have in place a complaints handling and escalation process. This should identify the roles and responsibilities of the staff involved in the complaints handling process through to successful resolution. The expected reaction time following notification of the complaint is within 24 hours with a resolution within 20 working days.

10.1 Key Performance Indicators

The Contract will be monitored against the Key Performance Indicators (KPIs) outlined in Schedule 3 Contract Management/Monitoring Schedule.

11. SUSTAINABILITY

Both the Client and Construction and Procurement Delivery are committed to delivering on the Northern Ireland Civil Service's sustainability objectives.

As such sustainability aspects are incorporated into the Contract in terms of;

- I. Economic;
- II. Environmental; and
- III. Social Sustainability.

11.1 Economic

Contractors are encouraged to work with small suppliers (i.e. less than 50 employees); micro suppliers (i.e. less than 10 employees) or Social Economy Enterprises throughout their supply chain. Payment to sub-contractors should be made within 30 days of receipt of a valid invoice.

11.2 Environmental

The Contractor shall perform its Sustainable obligations under the Contract in accordance with the [Sustainable Development Strategy for Northern Ireland](#). The Contractor is encouraged to minimise any negative environmental impact in their approach to disposal recycling / reuse of products, waste management and energy conservation throughout the life of the Contract.

The Contractor will be required to comply with local management controls in respect of waste management and energy conservation.

The Contractor shall ensure that harmful emissions are kept to a minimum and efficient use of energy by using fuel and energy efficient vehicles.

11.3 Social Sustainability

The Contractor must comply with the requirements for social considerations and reporting as set out in Commercial Conditions of Contract Schedule 4 – Social Considerations.

The Contractor must complete and return the Buy Social delivery report within 4 weeks of Contract award as detailed within the Commercial Conditions of Contract - Schedule 4 – Social Considerations.

Annex A – Property Services Division (PSD) Client List

Department	Department including ALBs / NDPBs
DoF	DEPARTMENT OF FINANCE
	LAND AND PROPERTY SERVICES (LPS)
	NORTHERN IRELAND STATISTICS AND RESEARCH AGENCY (NISRA)
	COMMUNITY RELATIONS COUNCIL (CRC)
TEO	THE EXECUTIVE OFFICE
	OFMDFM CIVIL CONTINGENCY POLICY BRANCH
	STRATEGIC INVESTMENT BOARD (SIB)
Dfi	DEPARTMENT OF INFRASTRUCTURE
	CONSUMER AFFAIRS
	EMPLOYMENT AND LEARNING
	CRUMLIN ROAD GAOL
DfE	DEPARTMENT FOR THE ECONOMY
	HSENI
DfC	DEPARTMENT for COMMUNITIES
	SSA PAID ORDER STORE
	LAGANSIDE
	BRO SOUTH & EAST TEAM
	BRO GREATER WEST TEAM
	BRO NORTH TEAM
	BELFAST BENEFIT OFFICE
	OFFICE OF THE SOCIAL FUND COMMISSION
DoH	DEPT OF HEALTH
DAERA	DEPARTMENT OF AGRICULTURAL ENVIRONMENT AND RURAL AFFAIRS
	HILLSBOROUGH SITE
	FORESTRY
	CAFRE GREENMOUNT CAMPUS
	CAFRE LOUGHRY CAMPUS
	CAFRE ENNISKILLEN CAMPUS
	AFBI LOUGHGALL
	AFBI CROSSNACREEVY
	DARD INSPECTION CENTRES
	AFBI NEWFORGE
	AFBI STORMONT

	RIVERS AGENCY HEADQUARTERS
	RURAL DEV P&T
	FISHERIES
	NIEA C&C REGIONS
Dfi	DEPT For INFRASTRUCTURE
	ROADS SERVICES
	RIVERS AGENCY
	DVA TESTING ENFORCEMENT SECTION
	DVA TESTING
	DVA LICENSING
DE	DEPARTMENT OF EDUCATION NI
	NORTHERN IRELAND FURTHER EDUCATION COLLEGES
	STRANMILLIS TEACHER TRAINING COLLEGE
	SPORT NI
	LIBRARIES NORTHERN IRELAND
NIO	NIO GENERAL
	NI PRISON SERVICE
	THE COMPENSATION SERVICE
	NIPS ESTATE MANAGEMENT
	NIO PPS FACILITIES MANAGEMENT WORK
	DUNDONALD HOUSE PRISONS HQ
DOJ	DEPARTMENT OF JUSTICE
	CROWN SOLICITORS OFFICE
	CRIMINAL JUSTICE INSPECTION NI
	DOJ INFORMATION SERVICES
	PUBLIC PROSECUTION SERVICE
Arm's Length Bodies (ALBs) and Non Departmental Public Bodies (NDPB)	PROBATION BOARD FOR NORTHERN IRELAND
	PRISONER OMBUDSMAN FOR NI
	THE STATE PATHOLOGISTS DEPT
	NI SOCIAL CARE COUNCIL
	FORENSIC SCIENCE AGENCY
	NI HUMAN RIGHTS COMMISSION
	ELECTORAL OFFICE FOR NI
	YOUTH JUSTICE AGENCY OF NI
	NI LEGAL SERVICES COMMISSION
	NIPB POLICING BOARD
	PAROLE COMMISSIONERS FOR NI

POLICE OMBUDSMAN FOR NI
NIWATER
SPECIAL EUROPEAN UNION PROGRAMMES
CHARITY COMMISSION FOR NI
GEN CONSUMER COUNCIL FOR NI
EDUCATION & SKILLS AUTHORITY
NORTHERN IRELAND TOURIST BOARD
EQUALITY COMMISSION NI
BOUNDARY COMMISSION FOR NI
NI PRACT & EDUC CO FOR NURS/MI
INVEST NI - PROPERTY SOLUTIONS
THE AUDIT OFFICE
LABOUR RELATIONS AGENCY
ILEX URBAN REGENERATION COMPANY
WATERWAYS IRELAND
NORTHERN IRELAND UTILITY REGULATOR
SPECIAL EU PROGRAMMES BODY
ULSTER SCOTS AGENCY
PUBLIC RECORD OFFICE
NI MEDICAL AND DENTAL TRAINING
NORTHERN IRELAND OMBUDSMAN
INTERNATIONAL FUND FOR IRELAND
THE APPEALS SERVICE
COMM FOR VICTIMS AND SURVIVORS
ARMAGH OBSERVATORY AND PLANETARIUM
PLANNING APPEALS COMMISSION
COMMUNITY RELATIONS COUNCIL
NI COMMISSION FOR CHILDREN & YOUNG PEOPLE
NI LOCAL GOVERNMENT ASSOCIATION
INDUSTRIAL & FAIR EMPLOYMENT TRIBUNAL
OFFICE OF THE ATTORNEY GENERAL
INTERTRADE IRELAND
NORTH/SOUTH MINISTERIAL COUNCIL
THE FOOD STANDARDS AGENCY
THE N.I. ASSEMBLY
THE STATE PATHOLOGISTS DEPT
THE PARADES COMMISSION

	NIO BRITISH IRISH SECRETARIAT
	CIVIL SERVICE COMMISSIONERS
	NI COURTS & TRIBUNAL SERVICE
	HISTORICAL INSTITUTIONAL ABUSE INQUIRY
	NORTHERN IRELAND HOUSING EXECUTIVE
	ARTS COUNCIL NI
	LEGAL SERVICE AGENCY NI
	PUBLIC HEALTH AGENCY
	CATHOLIC MAINTAINED SCHOOLS
	HEALTH AND SOCIAL CARE
	NI FIRE SERVICE
	PROCUREMENT AND LOGISTICS SERVICES (PALS)

Annex B – Contractors Daily Timesheet

DoF PROPERTY SERVICES
 DIVISION
 SUPPLIES AND STORES UNIT
 CHANNEL COMMERCIAL PK
 QUEENS ROAD
 BELFAST BT3
 9DU
TEL:028 9046
6005

CONTRACTORS DAILY TIMESHEET (TO BE COMPLETED DAILY BEFORE LEAVING PREMISES)

(contractors address)

(contractors name)

DATE

ORDER No.

LOCATION OF WORK _____

DESCRIPTION OF WORK _____

RATE KEY
P = PORTER RATE
V= VEHICLE RATE

TIME CODE
P1 AND V1 = NORMAL WORKING HOURS
P2 AND V2 = OUTSIDE NORMAL WORKING HOURS

NUMBER OF CRATES
 DELIVERED / COLLECTED

Enter Time Code	Employee Name	Start Time in Building A use 24 hour format	Finish time in Building A use 24 hour format	Start Time in Building B use 24 hour format	Finish time in Building B use 24 hour format	Total travelling Time	Sub Total Hours:mins charged	Total Hours:mins charged

Before being presented to the Premises Officer for signature this table must be completed with a Z in the space below the last entry. The Premises Officer must be satisfied that the details given on this timesheet are correct and the work is completed to his/her satisfaction. On no account should a Premises Officer sign a blank sheet.

I/We certify that the above persons have worked the time stated in relation to the above Order No. and the work is completed satisfactorily.

Building A

Signed _____ Signed _____ Premises Officer / nominated deputy Date _____

Building B

Signed _____ Signed _____ Premises Officer / nominated deputy Date _____